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New Mosaic Wall Mural Dedicated

Retsil staff and residents held a brief dedication ceremony, unveiling the new mosaic wall mural visible as you drive up the entrance. The home acquired this artwork through Washington State's Art in Public Places Program established by legislation in 1974. Each time a new state building is built, ½ of 1% of the state portion of construction costs are used to acquire artwork.

The Artist's, Mike Mandel, inspiration came while visiting Retsil, and meeting a number of veterans who shared their memories of serving in the armed forces. He met people like Glen Morrison, who incredibly served in World War II, Korea and Vietnam. Mandel also took note of the agency mission: "Serving Those Who Served". And in this spirit he wanted his artwork to honor the residents.

Mandel met with a group of residents and asked the question, "What would be a symbol or object that brings everyone here together?" The answer came immediately: "These dog tags!" The identification necklace that spans generations. Glen Morrison posed with his dog tags which makes up the right side section of the design.

After looking through the Home's archives Mandel found a torn flag that had flown on the USS Impulse, a corvette in the US Navy from 1942-45. Mandel was taken by the color fragility of the flag that apparently had weathered into translucency. He photographed it being held up in the window, with Sinclair Inlet and Bremerton in the background. He also superimposed the 1929 arched entrance of Building 9 as a frame for the flag. This was an opportunity to connect



one of the more elegant features of Retsil's early architecture into the design.

The left side of the mural is a series of stars that derive from a cap owned by Iben Fetterly who lived at Retsil with his wife two decades ago. The stars have numbers in their center, probably referring to membership years in a local VFW chapter. The stars connect back to the design of the flag, but in a more metaphoric sense. Each star represents and recognizes an individual who has contributed a significant portion of their lives in the service of our country.

This mosaic mural is designed with 75 colors of one-inch unglazed porcelain tile and glass tile from both domestic and international sources. Porcelain and glass tile require low maintenance, are water resistant, fire resistant, and extremely durable. Porcelain and glass tile are inert and permanently color fast. The installation required special water-proofing of the existing concrete retaining wall, a stainless steel trim for the mural, and a caulk between the trim and the wall to limit the flow of moisture both from outside and from behind the mural.

WDVA Performance- Q and A about Performance Management

What is Performance Management?

An employee performance management process is part of a positive, performance-based culture. It fosters employee competence and productivity, supports achievement of organizational goals and objectives, and provides documentation of employee's strengths and areas in need of improvement.

Under the new program, there will be a more direct linkage between the performance of individual employees and achievement of the agency's mission and goals. In effect it will allow us to recognize outstanding performance. One part of the new performance management process, called Performance Confirmation will allow our agency to reward employees who demonstrate outstanding performance with additional leave time or lump-sum bonuses.

When will Performance Confirmation happen?

WDVA will submit our application in November,

2006. We expect to hear back from the Department of Personnel by December 15, 2006.

What does it mean to WDVA Employees?

Represented – Because compensation issues are governed by contracts for employees represented by bargaining units, performance confirmation will not have any impact on represented employees unless it is incorporated into future contracts.

Non-Represented – Employees demonstrating outstanding performance results and/or achievements above and beyond the normal expectations of their position may be eligible for lump sum recognition pay or recognition leave.

Who can I ask if I have questions?

For more information, contact one of your Performance Management Confirmation team members: Jon Clontz, Cyndee Baugh, Jim Brown, Debby Griswold, Glenda Vick, Jim Rising or Debbie Williams.

Agency Assessment Application

WDVA will submit its Washington State Quality Award (WSQA) agency assessment application this year. The award champions quality as a strategic approach to excellence. It's patterned after the Malcolm Baldrige National Quality Award and utilizes this model as the primary standard for performance evaluation and improvement. It is awarded to organizations that have implemented and achieved exceptional quality performance and recognizes those organizations that have shown an outstanding commitment to customer satisfaction and continuous improvement in operational performance.

Why do agencies apply?

- Gain an outside perspective
- Accelerate improvement efforts

- Energize employees
- Learn from the feedback

What are the Benefits?

- Develop a plan for the future
- Prioritize improvement initiatives
- Proven results model
- Recognition

The agency will be evaluated on seven Criteria Categories:

1. Leadership
2. Strategic Planning
3. Customer and Market Focus
4. Measurement, Analysis and Knowledge Management
5. Human Resource Focus
6. Process Management
7. Results

and how we are striving towards:

- Customer driven quality
- Public responsibility and

citizenship

- Quality leadership
- Management by fact
- Valuing employees
- Continuous improvement and learning
- Fast responses
- Design quality and failure prevention
- Long range views of the future
- Partnership development
- Focusing on results

WDVA will receive a feedback report from Washington State Quality Award which will show areas where we are doing well and areas where we have room for improvement. For more information please contact Cyndee Baugh at (360) 725-2153 or cyndeeb@dva.wa.gov

A Glimpse of the New Central Office Building



Our new Central Office building is located at 1102 Quince St SE, Olympia.

When you come to the Central Office, stop in at the first floor reception desk and pick up a visitors pass, which will allow you access to the secure areas on each floor.

An Open House is planned for later in the year, when all the boxes have been unpacked and the pictures hung.



The second floor houses Purchasing, Accounts Payable, Accounts Receivable and Information Services staff. (L to R standing) Tracy Saulino, Bob Murphy, Heidi Babkirk, Jeff Kiper, Debbie Williams, Iris Fennell, Brenda Halbert, Michelle McMeel, and Jennifer Montgomery. (Seated) Terri Goddard, Carol Newman, Donna Johnson, and Dale Cain. (missing are James Topel and Tish Greenfield)



The first floor houses the main reception desk (above), Veteran Services: Claims, Vets Estate Management Program, Homeless Vets Reintegration Program and PTSD program. (left to right are Ben Pineda, Delene Lee, Teresa Trimm, Alex Deluao and Eva Campbell).



The Director's Office is on the third floor. The Deputy Director, Financial/Budget, Contracts, Public Relations, Strategic Planning and Human Resources/payroll depts. are also on the third floor.

Do you know a Veteran in Crisis? The Veterans Innovations Program Can Help

One time emergency grants of up to \$500 are available to:

- A current or former WA National Guard or Reservist;
- Who served in Operation Enduring Freedom, Iraqi Freedom, or Noble Eagle and;
- Are experiencing financial hardships in employment, education, housing, health care or other areas due to extended deployment.

Veterans will be screened to determine whether they need additional assistance, such as claims preparation. Payments will be made to creditors such as landlords or utilities to directly resolve the financial hardship.

This recently established program strives to achieve results that consider the long-term well-being of the veteran and their family and focuses on employment or financial stability, education/training, health care and housing.

For more information contact Tom Riggs at 253-512-8722 or Ric Price at 1-800-562-2308.

Deputy Director Honored



First Gentleman Mike Gregoire (left) congratulates Alfie Alvarado on receiving the Director's Award from John Lee.

Deputy Director, Alfie Alvarado, received a special Director's award at the conclusion of the first annual Veterans Services Auxiliary Conference hosted by WDVA on September 27th. John Lee thanked the women who attended the conference and then acknowledged the significant contributions women have made beginning with World War II when women went to work so the men could fight the war. He named the qualities seen strong women and named Alfie as an example. He then presented her with the award for her many contributions to WDVA's success since she came to work for the agency 13 years ago. Alfie has been the superintendent at the Soldiers' Home in Orting, the Veterans Home in Retsil and the Assistant Director for Agency Operations before being appointed Deputy Director in November, 2005. She is the chair of the Governor's Affirmative Action Policy Committee, member of the Madigan Foundation, and last year's president of the National Association of State Veterans Homes, in addition to the many inter-agency committees she sits on for services to the homeless veterans, health care and and the Governor's Priorities of Government.

Congratulations Alfie!

WDVAs Customer Service in Action

Our thanks goes to Linda Delatorre and Kellie Graham for providing outstanding customer service to a Soldiers Home Resident who was AWOL from the facility for two weeks!

When the resident left the facility without informing staff or other residents, Orting staff followed all the standard procedures of searching the grounds and surrounding areas to try to determine where the resident was. They also searched within the city of Orting, asking people and businesses if they had seen the resident, but received no response. The police then posted an All Points Bulletin and two weeks later, David DeVore received news that the resident had been found that Friday afternoon in Oregon. That is where Linda Delatorre and Kellie Graham stepped in and volunteered to leave immediately to pick him up. They drove five hours one way - picking him up at the Emergency room and then drove back to Orting and returned the resident safely to his room in the early morning hours.

WDVAs Customer Service in Action

Our thanks goes to Colleen Gilbert who assisted an injured veteran and made sure he got home safely.

At the recent POW/MIA ceremony on the Capitol grounds, a veteran from Bothell was taking photos when he tripped and fell, hitting the back of his head on the Medal of Honor Memorial. A few veterans helped him up, but hadn't assessed the extent of his injury. Fortunately, Colleen Gilbert was watching and could see that he needed medical attention. She immediately called 911 and stayed with him until help arrived. The paramedics transported him to Madigan Army Medical Hospital. But that wasn't the end of Colleen's customer service!

The injured veteran had given Colleen the keys to his car but wasn't coherent enough to identify it or remember where he parked it. Colleen was able to find it by walking through the parking lots on the campus and pressing the 'panic button' setting the alarm off!

Knowing the veteran doesn't have any family, Colleen called the hospital several times throughout the day to see how he was doing. After six stitches, the veteran was being released to his neighbor, whom they were able to contact. Colleen met the veteran and the neighbor at the veteran's car, still parked at the Capitol campus, later that night. The very grateful veteran was able to drive himself home to Bothell; however, Colleen was prepared to do so if he wasn't able to!

Thanks to all WDVA Staff who everyday help build Trust in our veterans community by providing Excellent Customer Service.

Soldiers Home Staff Celebrate Outstanding Performance

Orting employees held their annual recognition event August 17th. Their theme was "Celebrate with the Stars." The recognition team decorated the gazebo area like you would see at the academy awards program. Team members were all dressed in formal-wear as well. The award recipients were even escorted to the podium to receive their Oscars.



As a member of the recognition committee, Rob Kowalski helps fill every glass in preparation of a toast to all the WSH staff for their continued outstanding service to veterans. (left) Committee members Diana Preston and Wendy Mahaney greeted event participants as they arrived at the Awards Banquet.

Those recognized were:

John Strickland, Psy.

Social Worker 3 - The Directors Award. John was cited for frequently providing assistance and counseling to residents in crisis. His professional behavior and standards are a model for all staff. He often adapts verbal and written communication skills specifically to the resident or co-worker for the most effective communication style. He easily takes a leadership position within group assignments and provides assistance to all team members.

Unfortunately for the Home, John resigned just prior to the awards ceremony and was unable to attend.

Richard Schoen, VBS received the Distinguished Service Award. Richard demonstrates compassion, maturity and competency. He has restructured his job for a faster turn around on admissions, assessing and providing guidance for pensions and assets in terms of disabilities for maximum VA benefits. He is an effective communicator, demonstrating a model for interpersonal relationships. He is a leader as well as a skilled follower.

Harold Grammer, NA2-C was given the Distinguished Service Award. Harold's supervisor nominated him for his consistent performance of job duties at a superior level. He demonstrates excellent leadership and takes the initiative and anticipates what needs to be done in the performance of his role/job duties. He sets the pace and high standards for his peers to follow. Harold is safety conscious and serves as an active member of the safety committee.



Harold and supervisor Pam Lewis cut-it-up for the Red Carpet photo shoot.

Laura Schoenbachler, Cook 2 received the Distinguished Service Award.

Laura takes pride in her work which is evident by the taste, quality and appearance of her meals. Laura's energy and commitment to supporting an improved

quality of life for residents is exceptional. She responds to scheduling needs and models flexibility especially in stressful situations. She enthusiastically assists with the annual fishing derby and family picnics.



Glenda Vick congratulates Ralph Firman. Martin Freitas was on vacation.

A Team Award was presented to grounds crew Ralph Firman & Martin Freitas, in recognition of continued outstanding work performance in keeping the grounds beautiful. They work in every type of weather condition and work as a team to plan necessary seasonal changes.

Worksource Participant Enhances Daily Activities



Since January 2006, Georgene Smith (right), a Worksource program participant has been providing recreational

opportunities for the Soldiers Home residents.

Georgene works 20 hours a week assisting the Activity Therapy Dept. by conducting Trivia and Jeopardy games, writing letters, playing cards and decorating the bulletin boards. However, Friday morning is when the residents can't wait for her to arrive so they can gather to make cookies.

Several regular residents assist her with the mixing and baking, but what they really like is the social aspect of the activity.

"We just like to get together and visit with one another," said Jim Drake. "And it's satisfying to know we are contributing something enjoyable for others here at the home."

The group usually makes about 100 cookies for others to enjoy with their coffee on the weekends.

According to the Activity Staff, Georgene is a wonderful person and a tremendous help in adding a touch of home to the residents' lives.

Spokane Home Celebrates 5 Years of Serving Veterans



• Home residents, staff, family and friends gathered in September to celebrate five years of serving Eastern Washington veterans.

• The HASSIE Car Club showed up with several antique cars for display, and the Air National Guard Band of the NW Wing Span entertained by playing 50's and 60's tunes.

• The delicious lunch was provided by the Dietary Department, and Administrator Kathy Magonigle cut the cake for all to partake.

• Director John Lee was glad to attend and extended his heartfelt thanks to the staff for your dedicated service.

• "I'm proud of the reputation this facility and staff have earned and I know the Spokane Veterans Home will continue to be a source of pride for the veterans and their families here in Eastern Washington."



Agency Outreach Team Celebration



Members of the agency Outreach Team enjoyed a luncheon, hosted by Deputy Director Alfie Alvarado. After their meal, Robin Wittenberg, noted that the Admissions database is now tracking applications by county, which will tell where to concentrate outreach efforts in the future. She also highlighted that so far this year both Orting and Retsil are at 98% bed fill and Spokane is at 95.4%.

John Lee then joined the group and challenged them to work with other community resources to ensure that those veterans who can't for one reason or another live in our homes, have their housing needs met and not elapsed.

Group members include: Robin Wittenberg, Susie Houston, Jim Petrulli, Catherine Shaw, Lynn Zemke, Marion Lazarus, Kaye Conrath and Miriam Young.

Building the Veterans Community from the Inside Out



Mona Johnson, MA, CPP, CDP, explains the Office of Superintendent of Public Instructions' role in Operation Military Kids at WDVA's recent conference for Veteran Service Organization Auxiliary members.

The Washington State Department of Veterans Affairs recently sponsored the first conference designed especially for VSO Auxiliary Members.

Building the Veterans Community from the Inside Out: A Pathway toward Developing Community Resources for Veterans and Their Families, was the conference focus.

Over 35 Auxiliary members joined for two days of information and training on veterans' benefits, homeless services, and new programs for recently separated veterans.

Other topics included:

- Post Traumatic Stress Disorder
- Operation Military Kids
- Homeless Services
- Veterans Benefits 101

Doris Kent of Bellingham, a military wife and mother, whose son had just seven months to serve when he was killed by a roadside bomb in Iraq, was the Keynote Speaker. Special Guest Speaker Bridget Cantrell, Ph.D. a Mental Health provider, specializing in trauma for the WDVA PTSD program and the Puget Sound Veterans Health Care System also addressed the group.

According to conference organizer Barb Logan, the outcome was very positive. "The ladies seemed very pleased that the agency provided them this opportunity to learn more about WDVA programs so they can more precisely assist veterans and family members in their communities."

Coming this fall: Employee Self Service and E-Recruiting

Two new online applications that will affect how you access your personnel information and apply for state jobs will soon be available. Employee Self Service and E-Recruiting are part of the next phase of the state's new Human Resource Management System (HRMS). The first phase of HRMS was the new personnel and payroll system implemented earlier this year.

E-Recruiting will change how you apply for state jobs. This new system will replace the job posting listed on the DOP website and the current online job application.

Agencies will be transitioning to E-recruiting over the next few months (September 29 through November 30). To ensure consideration for job openings:

✓ Use your personnel number (recently sent to you via US mail or email) to register within e-recruiting. This will ensure you are recognized as an internal candidate within the E-recruiting system.

✓ Maintain your contact information on old registers as well as within E-recruiting. (Agencies may utilize old registers through November 30 instead of the E-recruiting system).

✓ Register in the E-recruiting talent pool and look for new recruitments at:
www.careers.wa.gov .

✓ Applications in the current online system will not transfer to E-recruiting, so you will need to reapply in E-recruiting.

Employee Self Service (ESS) will give employees access to view and print their earnings statements online. Employees will also be able to update some information, including their permanent and mailing addresses, emergency contact information, and email address.

Questions regarding E-recruiting or employee self service should be directed to your human resources representative.

Open Enrollment begins for Health Care Options

Open enrollment for the Public Employee's Benefits Board (PEBB) will run from October 23, 2006 through November 30, 2006. Prior to open enrollment, you will receive a PEBB Perspective (newsletter), which will provide you with more detailed information about open enrollment. It will also list a schedule for benefit fairs around the state where you can learn more from health plan representatives. In addition, you can learn much more from the Health Care Authority's web site www.hca.wa.gov. They will post open enrollment information and provide you with the option of changing your plan online.

PBS to Air - Remaking American Medicine

Remaking American Medicine ... Health Care for the 21st Century, a four-part television series, is scheduled to begin airing on October 5 at 10 p.m. on PBS. Underwritten by the Robert Wood Johnson Foundation (RWJF), the series explores the nation's health care crisis and considers the innovative ways in which providers, patients and their families are transforming care.

Each program examines critical health care issues facing Americans today, including patient safety, medical and medication errors, hospital-acquired infections, family-centered care and effective management of chronic disease, and offers solutions by showcasing the stories of individuals and institutions who are working to ensure better health care for everyone.

Organizations across the country are also forming coalitions and organizing community-based events as part of an outreach campaign around the series. To learn more about the series and the outreach campaign, go to www.ramcampaign.org/default.htm.



International Infection Prevention Week: "It's In Your Hands"

Every year more than 800 million Americans visit their physicians and over 33 million are admitted to hospitals, with many undergoing medical procedures that have a risk of infectious complications.

Healthcare-associated infections increase morbidity/mortality and add a significant financial burden to the cost of health care.

Association for Professionals in Infection Control (APIC) International, represents more than 11,000 infection prevention and control professionals, and sponsors International Infection Prevention Week. These infection prevention and control professionals are devoted to patient and health care worker safety, and are committed to reducing the risk and occurrence of healthcare-associated infections.

This year Washington is joining Arkansas, Connecticut, Maryland, Michigan and Nebraska, October 16-22 by bringing to the forefront of all citizens, Prevention of Infections awareness.

In light of the recent E. coli outbreaks and the start of the Cold & Flu Season in a few weeks, this is a timely alert.

Don't forget to wash those hands!



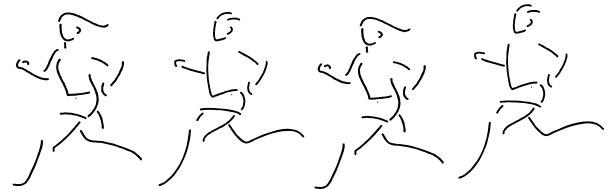
2006 Governor's Community Health Bowl

The 2006 Governor's Community Health Bowl kicked off on Sept. 18, which Gov. Chris Gregoire proclaimed "Washington Health Day."

Have you joined the WDVA Team in the Governor's Community Health Bowl?

There's still time to join and log your miles before November 1 - visit <http://www.whf.org/HSIN/GovHealthBowl.aspx>. Just log-in and then click on 'My Organizations and Schools' from the menu on the left of the screen. Then you can select WA State Department of Veterans Affairs as your Organization!

Even though the six-week Health Bowl is half over, the opportunities to stay healthy continue. The Washington Health Foundation is proud to present a statewide activity calendar as part of its Healthiest State in the Nation Campaign. Use this calendar to locate healthy activities for all ages, including runs, rides, walks, festivals, conferences and workshops. For more information on these events, visit www.whf.org/Events/EventsCalendar or call 206-285-6355.



Spanaway Lake Walk (Tacoma)

Daffodil Valley Volkssport Association

Walking/Running October 14, 2006

Spanaway Lake Walk (Tacoma)

Washington State Public Health Association

Walking/Running October 14, 2006

Spokane Marathon, Half Marathon, & 5 Mile Run

Bloomsday Road Runners Club

Walking/Running October 15, 2006

BRRC Cross Country Series 7 Mile Run (Spokane)

Bloomsday Road Runners Club

Walking/Running October 22, 2006

BRRC Cross Country Series Qualchan (Spokane)

Bloomsday Road Runners Club

Walking/Running November 05, 2006

NW Trek Wildlife Park Volksmarch (Eatonville)

Washington State Public Health Association

Walking/Running November 18, 2006

12th Annual Turkey Trot (Tacoma)

Washington State Public Health Association

Walking/Running November 23, 2006